

65A, I think this comes under our
charter & is a worthwhile exercise.
Pls look over & let me have your
recommendations as to a good afternoon.

Date: 10 March 75



Dear [redacted] file in this file.

28 APR 1975

MEMORANDUM FOR: Chief, Plans and Programs Staff, OL

SUBJECT : User Satisfaction With Our Supply Support Systems

REFERENCE : Federal Management Circular 75-1 dtd 7 Feb 75

1. As I view it, the present Logistics organization is ideally designed for obtaining current and direct information regarding user satisfaction with our supply system including procurement. The only step that needs to be taken is to ensure that communication does take place and is properly channeled for evaluation and corrective action when appropriate.

2. First, we have the Logistics Officer system comprising professional logisticians assigned to Agency operating components. Each of these individuals should be in a position at all times to provide positive information as to whether our supply system is satisfying the needs of the component to which he is assigned.

3. Secondly, we have the decentralized contracting teams assigned to operating components. The teams were specifically designed to be responsive to the particular needs of those components, and have a well established communication channel to OL through PMS. Accordingly, they should be in a position to provide continuous, direct information concerning the level of satisfaction of the components which they support.

4. Thirdly, and perhaps most important, we have the Logistics Services Division which has a primary function of providing customer satisfaction in the Headquarters and outlying buildings concerning administrative and house-keeping supply support. Through the daily reporting system in which P&PS is involved, I think the D/L stays abreast of customer satisfaction levels in this area of support.

5. I am opposed to setting up any formal reporting or survey system concerning customer satisfaction. We are overloaded with reporting requirements now, and the attached file provides some measure of the manpower required for formal customer satisfaction surveys. The Logistics Officers Conferences are a good medium for this purpose, and perhaps our lines of communication with the Logistics Officers and contracting teams should be strengthened.

6. [redacted] advises that he has no intention of replying to the referenced Federal Management Circular, and has so informed the D/L by means of a recent memo concerning action on GSA procurement publications.

[redacted]
Logistics Planning Officer

Atts:

1. Ref
2. File - Customer Survey